

About us...

Lincolnshire



Lincolnshire Co-op, based in the historic city of Lincoln, is one of the most successful and progressive independent co-operatives in the country, with an annual turnover in excess of £300 million.

Essential Information – what you need to know

Job purpose:

- Being the first point of contact for clients and visitors, offering a calm, professional and compassionate presence at all times.
- Supporting families during a sensitive time, providing administrative assistance, processing enquiries, maintaining records and upholding the dignity and values of the Society.

You'll report to:

- Funeral Director | Funeral Receptionist Supervisor

Your hours

- 39 hours per week (FTE)

Your relationships:

- All colleagues from within the Funeral Services team
- Colleagues from across Lincolnshire Co-op, including People, Talent Acquisition, Learning and Development, Health, Safety and Security among others.
- Customers, clients, suppliers and stakeholders from local community groups.

What you'll bring to us:

- Excellent interpersonal and communication skills, with a compassionate and professional manner at all times.
- Excellent literacy and numeracy skills.
- Strong administrative experience, with attention to detail and a proactive approach to tasks.
- Proficient in Microsoft Office (Word, Excel, Outlook), with the ability to learn internal systems quickly.
- An understanding of the sensitive nature of the funeral profession and the importance of confidentiality, respect, and client care.
- Experience handling financial transactions and recordkeeping, including cash, card, and donations.
- A respectful and dignified approach to working around the deceased.
- Appreciation of Lincolnshire Co-op's business model and values.
- A full UK driving licence is desirable due to the need to travel between funeral branches or attend training.
- A satisfactory Disclosure and Barring Service (DBS) check is a requirement for this post.



Providing and supporting
valued services



Helping to grow the
local economy



Caring for our
health and wellbeing



Looking after
our local environment

Together we are...

Your Purpose – I will contribute to my team and the Society’s ongoing success in this role by...

<p>Your duties and responsibilities:</p>	<ul style="list-style-type: none">- Welcoming clients, visitors, and professionals to the funeral home in a calm and respectful manner, ensuring their needs are attended to promptly.- Handling client contact through phone, email, letter, and in person, responding with empathy and professionalism.- Complying with Standard Funeral Operating Procedures, especially in the handling of the deceased and personal effects such as jewellery or items of value.- Using office equipment confidently and correctly, including telephones, IT systems, printers, payment terminals, and CCTV systems.- Liaising effectively with internal departments, external agencies, and relevant authorities to ensure the smooth running of services.- Following through on client requests and instructions with care, accuracy and discretion.- Maintaining accurate records, registers, financial documents, merchandise orders, and client communications.- Processing all payments correctly, including cash, card, cheque, BACS and charitable donations.- Advising clients on memorial masonry and supporting the order process in line with their preferences.- Keeping knowledge of Society products, services, and local customs up to date to provide informed client support.- Taking responsibility for maintaining professional personal appearance, hygiene, and conduct in line with Society standards.- Supporting with the general upkeep and security of the premises, office equipment, and vehicles.- Participating in training and continuous professional development to stay informed of current procedures, legislation, and industry changes.- Maintaining dignity, respect and professionalism when coming into contact with the deceased, which forms a regular part of the role.- Undertaking any other reasonable tasks as needed to support the team and uphold the Society’s purpose.
---	--



Together we THRIVE...

- **Trustworthy** – we do what we say we'll do and trust others to deliver to the best of their ability
- **Helpful** – we support and challenge each other collaboratively, no matter the role or level.
- **Respectful** – we listen to other views and opinions with consideration and celebrate differences.
- **Inspiring** – we role model what good looks like and lead by example to be better.
- **Valued** – we recognise achievements and appreciate everyone's contributions.
- **Empowered** – we listen and encourage each other to take opportunities.

Your Approach – how you will contribute to your team and the Society's ongoing success in this role.

I will be trustworthy by:	<ul style="list-style-type: none">- Handling sensitive client information and instructions with absolute discretion.- Maintaining accurate records and following procedures without exception.- Supporting the team by following through on every task.- Respecting the importance of every interaction, no matter how small.
I will be helpful by:	<ul style="list-style-type: none">- Going out of your way to make visitors feel comfortable.- Supporting colleagues by anticipating needs and offering assistance.- Responding quickly and kindly to client requests.- Explaining services clearly and compassionately to those in distress.
I will be respectful by:	<ul style="list-style-type: none">- Maintaining dignity and professionalism in all communications.- Honouring the emotional needs of grieving families.- Treating the deceased and their belongings with utmost care.- Listening attentively and without judgement to client concerns.
I will inspire others by:	<ul style="list-style-type: none">- Setting a calm and compassionate tone for the funeral home.- Demonstrating grace under pressure during busy or emotional periods.- Encouraging excellence through consistent, high-quality client service.- Leading with kindness and professionalism at the front desk.
I will value people by:	<ul style="list-style-type: none">- Recognising the role every person plays in delivering care.- Appreciating teamwork and sharing thanks freely with others.- Helping clients feel seen, heard, and supported.- Taking pride in a clean, organised and welcoming reception space.
I will empower others by:	<ul style="list-style-type: none">- Taking initiative to resolve problems as they arise.- Seeking training and knowledge to improve your service.- Suggesting improvements that could benefit the team or clients.- Owning your responsibilities with confidence and care.